



**SHIELD**

# SmartCam

## User Manual

RSCM-13601B

RSCM-13601W



*Rosewill®*

### Limited Warranty Terms & Conditions

Rosewill Limited warrants this product against defects in workmanship and material for a period of one (1) year from its original purchase date. You must present your receipt as proof of date of purchase for warranty validation. Any unit which proves defective during the stated period will be repaired without charge for parts or labor or be replaced at the sole discretion of Rosewill. The end user is responsible for all freight charges incurred to send the product to Rosewill's repair centers. The end user is responsible for all shipping costs incurred when shipping outside the country of origin.

This warranty does not cover any incidental, accidental, or consequential damages arising from the use of or the inability to use this product. Any costs associated with the fitting or removal of this product by a tradesman or other person or any other costs associated with its use are the responsibility of the end user. This warranty applies only to the original purchaser of the product and is not transferable to any third party. Unauthorized end user or third party modifications to any component or evidence of misuse or abuse of the device will render all warranties void.

By law, some countries do not allow limitations on certain exclusions in this warranty. Where applicable by local laws, regulations and legal rights will take precedence.

### FCC Verification

NOTE: This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and radiates radio frequency energy and, if not installed and used according to instructions, may cause harmful interference to radio or television reception, which can be determined by turning that equipment off and on. The user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the distance between the equipment and the receiver
- Connect the equipment into an outlet on a circuit different than the receiver is connected
- Consult the dealer or an experienced radio / TV technician for help

These devices comply with Part 15 of the FCC Rules. Operation is subject to the following two (2) conditions:

- These devices might not cause harmful interference, and
- These devices must accept any interference received, including interference that might cause undesired operation.

### Important Note

All jurisdictions have specific laws and regulations regarding to the use of Cameras. Before using any Camera for any purpose, it is the buyer's responsibility to be aware of all applicable laws and regulations that prohibit or limit the use of Cameras and to comply with those laws and regulations.

### WARNING

Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

### IMPORTANT SAFETY INSTRUCTIONS

Make sure the Camera is correctly secured if affixed to a permanent place.  
Do not operate if wires and electrical components are exposed.

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**Congratulations** on your purchase of this **SHIELD Pan & Tilt IP camera**. With this IP (Internet Protocol) Camera, you can monitor your home day and night, watch your children, and keep an eye on pets at every moment. You can also interact with your family anytime by the remote online smartphone speaker and view feature. With the easy set up process, you can install and program your IP Camera by yourself simply and quickly. It is powerful yet suitable for homes, businesses, offices, and any areas that need discreet monitoring.

*Note: To better this Camera, we will keep improving the software and user manuals. Therefore, if you find this user manual does not match the IP Camera, please download the latest files at [www.rosewill.com](http://www.rosewill.com).*

## Product Introduction

### Overview



- 1. Infrared LEDs:** Illuminates targeted areas when in almost total darkness.
- 2. Illumination Sensor:** Detects light level and powers the IR (infra red) LEDs for night vision.
- 3. Microphone:** Acts as “ears” to hear sounds and interact with other, nearby Cameras.
- 4. Power LED:** Indicates if the camera is powered.
- 5. Network LED:** Blinks when the camera and network are connected.
- 6. DC In Power:** To connect power adapter.
- 7. Antenna Connector:** To attach Wi- Fi antenna.
- 8. Reset Button:** 5-Second Press+Hold will reset all settings back to the factory defaults.
- 9. Network (LAN) Port:** Connect an Ethernet cable to a Wi-Fi router.
- 10. Audio In:** To connect an external microphone.
- 11. Audio Out:** To use the intercom function, connect speakers to the audio output. With this camera, you can talk via your mobile device and your voice will be heard on the speakers on the camera.
- 12. Alarm I/O Block:** external alarms and sensors connection.

## Package Contents



What's in the box

IP camera * 1	CD * 1	5V Power Adapter * 1	Bracket * 1
Network Cable * 1	Antenna * 1	User Manual * 1	

If any of the items are missing, please contact your vendor.

## Before You Install

In order to install your Camera successfully, please make sure you have the following:

- An Internet connection
- A wireless router connected to your broadband modem
- A computer operating Windows® XP/Vista/7/8 with Internet Explorer® 6 or higher and ActiveX® controls enabled

## Installation Guide (Wired Connection to the LAN)



The network cable and DC 5V power cable that are needed for these instructions are included with your Camera. Please get them from the package contents and have them ready.

1. Connect the DC 5V power cable to the Camera's DC 5V port and plug the cable to the electrical outlet.



2. Connect the Camera's Network LAN port to any available LAN port on your wireless router. Use the supplied network Ethernet cable.



3. Connect the computer to any LAN port on the wireless router.

You can either use this computer to configure the Camera or to access



## Installing SHIELDeye Software

SHIELDeye is an easy way for users to set up and control the Camera that is connected on your home network via your computer. SHIELDeye allows you to connect multiple IP Cameras and simultaneously record and playback immediately recorded videos while your current recordings continue *uninterrupted*.

- A mobile app version of this software is also available for Android and iPhone smartphones. The SHIELDeye app can be downloaded for free from the Apple App Store or see “Connecting by iPhone or Android Smartphone” on page 16 for more details.

### Windows Users

1. Insert the CD into your PC and follow the on-screen prompts to install the software. At this time, we suggest you open the user manual for the following instructions.
2. If prompts didn't show up, access it from **My Computer > CD/DVD drive > amplayer** file and **run** the software directly.

After installation, the SHIELDeye icon will appear on your desktop.

3. Click the icon to start the PC monitoring software to view and record from your



your

*Note: Startup via smartphone may not provide all the functions of the IP Camera, but it's easier and provides enough functions that users can view via their mobile devices.*

### Default Username and Password



**Username:** admin

**Password:** 123456



## Understanding the “LiveWatch” Interface

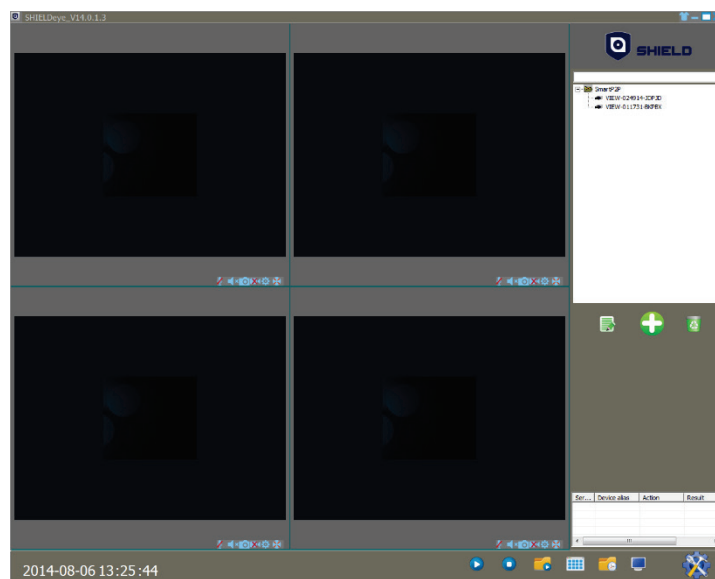
This software interface acts as your virtual eyes and allows you to control and adjust the Camera settings on site or from other time zones.

Launch SHIELDeye, and the **LiveWatch software UI** (User Interface) will open. See below.

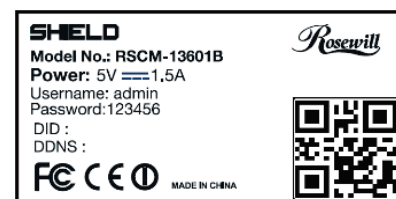
This Camera software allows you to connect up to 16 Cameras, record videos and take snapshots, configure Wi-Fi settings, and has 2-way audio remote conversation. Hover your mouse over each feature for a detailed explanation.


## Using Add Device Mode

LiveWatch Grid with Camera List



QR Code with DID



**NOTE:** Before adding Camera, **1.** Find the QR sticker on the bottom of the Camera, **2.** Write down the **DID code**. **3.** Click the button . It displays the **Add Device Mode** window.

There are two ways to add a Camera (referred to as a “device”).

### Search to Add

1. Click **Search to Add** button.
2. In Device Type, Choose **Smart P2P** and Click **Search**.  
The name of the corresponding Camera will appear.
3. Enter the DID: (number that follows DID: xxxx) and **Enter** default password and
4. Click **Save**. The Camera will be linked by entering the DID. The DID will then be saved and stored in **Camera List**.

### Manually Add

1. Select **Add device manually** to edit device information.
2. Find your Camera.
3. Edit device information. NOTE: Textboxes with an asterisk (\*) must be filled out. (We suggest logically naming your Camera(s) for easy identification in the **Camera list**.)  
When the first Camera is added, it will occupy the first row. When another Camera is added, it will occupy the second row in the list. As Cameras are added, they will appear in their corresponding order on the camera list.
4. Double click the Camera name to start watching live video on the corresponding channel.

## “Add Device Mode” Screenshots

**1** Add device mode

☐ Add device manually

☐ Search to Add

Cancel

1. Click “Search to Add” button (recommended choice).

2. In Device Type, Select “Smart P2P”. Click Search.

2

☒ Select All Device ☒ Don't Search repeated IP or Device Name

Device Type: Smart P2P Search

Serial number	Device alias	DDNS/p	Port	Account	Password	Device Type
<input checked="" type="checkbox"/> 0	VIEW-000002-PYJEE	VIEW-000002-PYJEE	80	admin	*****	Smart P2P

3. Enter the default Account: admin; Password: 123456

4. Click Save.

Save

**4**

SHIELD

SmartP2P

- VIEW-024914-JDPJD
- VIEW-011731-BKPBX

The Camera you just added shows here.

**3**

Edit device information

Device alias: VIEW-000002-PYJEE \*

☐ Change

Device Type: Smart P2P \*

DDNS/IP: VIEW-000002-PYJEE \*

Port: \*

Account: admin \*

Password: \*\*\*\*\*

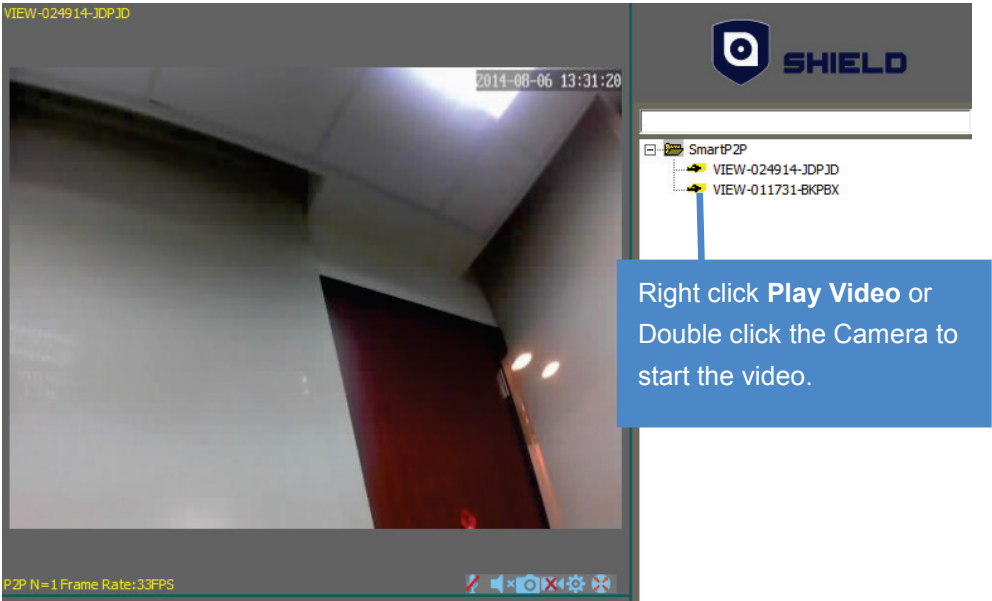
Test

Cancel Save

Make sure box with \* are filled out and Click Save.

# Setting Up Video

This section details how to set up your Camera(s).



## Basic Camera Controls

You can control the image, audio and other options while you are watching the video via the functions below.

	Speaking
	Listening
	Snapshot
	Record and status display record manually;  scheduled record
	Image Setting You can control resolution and brightness/contrast

The 'Image Setting' dialog box is shown. It has a close button (X) in the top right corner. It contains two sliders: 'Brightness' set to 76 and 'Contrast' set to 89. Below them is a 'Resolution' dropdown menu currently set to '320\*240'. At the bottom, there are checkboxes for 'Mirror' and 'Flip', both of which are unchecked. At the very bottom, there is a checked checkbox for 'Real Time Control' and three buttons: 'Refresh', 'Default', and 'Setup'.

**Note:** If the video doesn't run smoothly due to bandwidth restrictions, you can lower the resolution for better streaming.



## Camera WiFi Setup

So, you have successfully installed the Camera and have been able to view what you want over the network, but now you want to avoid the cable running down the hallway. You could set up your IP Camera wirelessly! Before start your wireless setup, please check that your wireless router works, and remember to connect your router, desktop and the IP Camera according to page 7. There are two ways to create your wireless connection.

**Note:** Wireless viewing only works if your wireless network locates the IP Camera. If the wireless signal is weak, the video may be disruptive. To ensure a strong signal and reception, we suggest you connect using the Ethernet network cable.

## Connecting Through PC & Web Interface

To set up this wireless connection, you need to enter the **Web Interface**. To get into the Web Interface, you need to know the **IP address of your IP Camera**. Follow these steps to get the IP address.

1. Find **SearchTool.exe** in the Installation CD.
2. Double click **SearchTool.exe** and you will see the image below.
3. Click **Search** and you can see the IP address of your device in the device list, and write down the IP address for further setup.

The screenshot shows the 'Search tool V1.14.4.31' window. It is divided into several sections: 'Local PC information', 'Device list', 'Device information', 'IP config.', 'Http port(P)', 'Authentication', and 'Tips'.

**Local PC information:** Network adapter: Realtek PCIe GBE Family C, IP address: 192.168.0.104, Subnet mask: 255.255.255.0, Gateway: 192.168.0.1, DNS1: 192.168.0.1, DNS2: .

**Device list:** A table with columns: No., DeviceName, Adresse IP, S...  

No.	DeviceName	Adresse IP	S...
1	Help	192.168.0.197	L
2	IPCAM	192.168.0.198	L

**Device information:** Device name: Help, FirmwareSys-Ver: 51.3.0.152, FirmwareApp-Ver: 0.0.1.6

**IP config.:** ☒ Set IP automatically, IP address(I): 192 . 168 . 0 . 197, Subnet mask(U): 255 . 255 . 255 . 0, Gateway(G): 192 . 168 . 0 . 1, DNS1(D): 192 . 168 . 0 . 1

**Http port(P):** 80

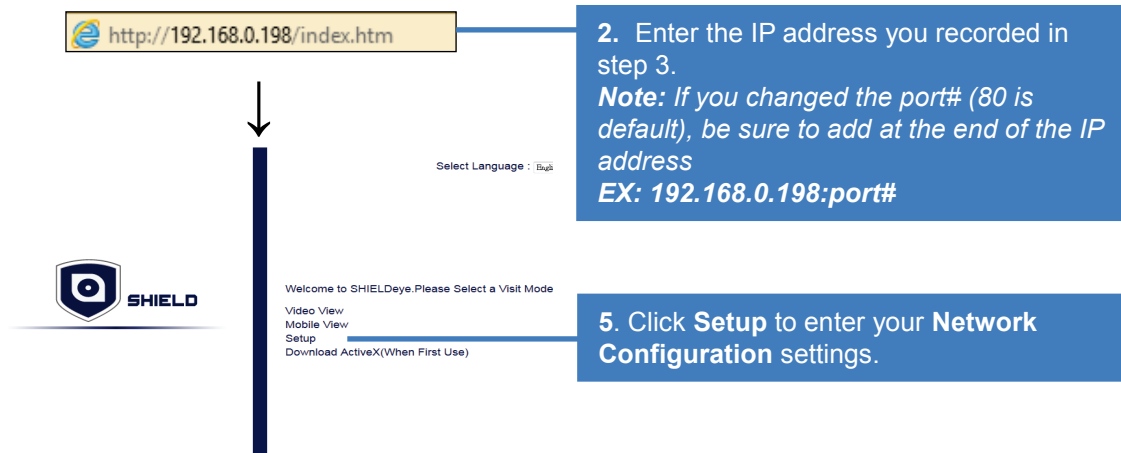
**Authentication:** Viewing Account: a, Viewing Password: 123456, Update(F5)

**Tips:**  
 1> This tool is only used within LAN, pc and device is within the same subnet.  
 2> Only the legit user can update device informations.

**Language:** English, Close

**Annotations:**  
 - A blue box labeled '1. Click Search to get the IP address of the IP Camera.' points to the 'Search(F3)' button at the bottom.  
 - A blue box labeled '2. Address IP Find the Address IP and write it down. (It is after the Device Name)' points to the 'Adresse IP' column in the 'Device list' table.  
 - A blue box labeled 'Http Port 80' points to the 'Http port(P):' field.

4. Open your Internet browser and type the IP address into the browser bar. This will take you into the **Web Interface**. Choose your language and browser to enter.



5. Click **Setup** to take you to the **Network Configuration** page. After entering the Setup, click **Network** on the left.

6. You can either choose **Dynamic IP Address** to enable DHCP protocol or **Fixed IP Address** (a static IP that you manually input. This IP address is provided by your ISP. Also input the **HTTP Port** (as shown), **RTSP Port: 554** as default.



The screenshot displays the SHIELDeye SmartCam web interface. On the left is a sidebar menu with the SHIELD logo and the following options: VIEW, MEDIA, NETWORK, Network, Wifi, Remote Access, Onvif Settings, ALARM, ADVANCED, and SYSTEM. The 'NETWORK' section is expanded, showing 'Network' and 'Wifi' sub-menus. The main content area is divided into two sections: 'LAN Settings' and 'Port Settings'. The 'LAN Settings' section includes fields for IP Configuration Type (set to 'Fixed IP Address'), IP Address (192.168.23.121), Subnet Mask (255.255.255.0), Gateway (192.168.23.1), DNS Configuration Type (Manual DNS), Primary DNS (192.168.23.1), and Secondary DNS (0.0.0.0). The 'Port Settings' section includes fields for HTTP Port (80) and RTSP Port (554). A blue callout box points to the 'Fixed IP Address' dropdown and contains the text: '6. Select your network configuration. Choose **Dynamic IP Address** to use the DHCP protocol. Choose **Fixed IP Address** (Static IP). Enter the IP address provided by your ISP and HTTP Port as shown below.' Below the LAN settings is the 'Wifi' section, which includes 'Enable Wireless' (On), 'SSID' (RW-UTT24), 'Security Mode' (WPA2-PSK), a 'Search' button, a 'Re-Type Key' field, a 'Check Wireless Set' button, and 'Apply' and 'Cancel' buttons at the bottom. A blue callout box points to the 'Wifi' sub-menu and contains the text: '7. Select WiFi to connect the IP Camera by **Search**. Enter the password of the WiFi into **Key**. Click **Apply**. 8. Click **Check** to test the wireless set.'

- NOTE: 1. When the device is connected by both WiFi and wired LAN, it will connect to the wired network first.
2. If users enable Dynamic IP Address and use DHCP to obtain IP address automatically, the IP address will change when the router restarts. This could cause wireless failure. We recommend using Static IP and DDNS settings to avoid this loss.



## Connecting by iPhone or Android Smartphone

**Go** to the Apple App Store or Google Play, **search** for SHIELDeye, and **download** it for free. Start watching live Camera videos from your mobile device.

Make sure you download the latest version of the SHIELDeye app. The following images are captured from the iOS version of the mobile app. You may notice a slight layout difference in the Android version of the app, but otherwise they both behave in the same manner. Newer app versions may be released since the printing of this manual.

### Installing SHIELDeye

#### App Store

1. Go to Apple Store or Google Play Store.
2. Search SHIELDeye. (Type the entire “SHIELDeye” to get the best result.)
3. Tap to download the free application.

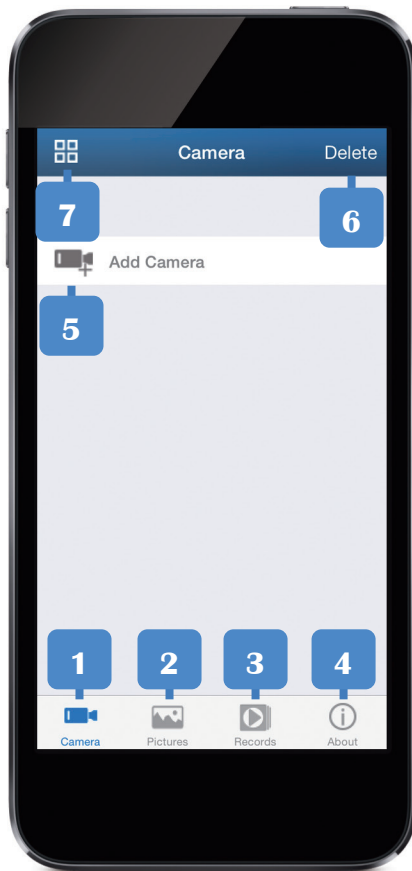
#### QR Code

1. Take your smartphone and Scan the QR code on the bottom of the IP Camera.
2. Follow the prompts. Remember the default **username**: “admin” and **password**: “123456”.

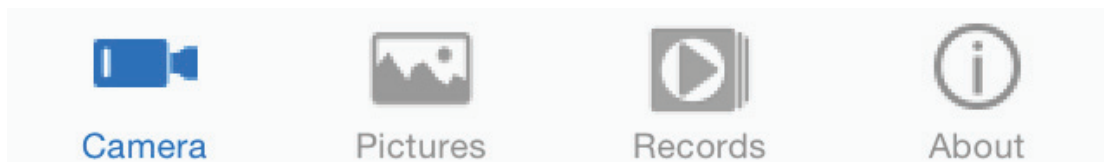
### Running the SHIELDeye App



## Understanding the SHIELDeye App

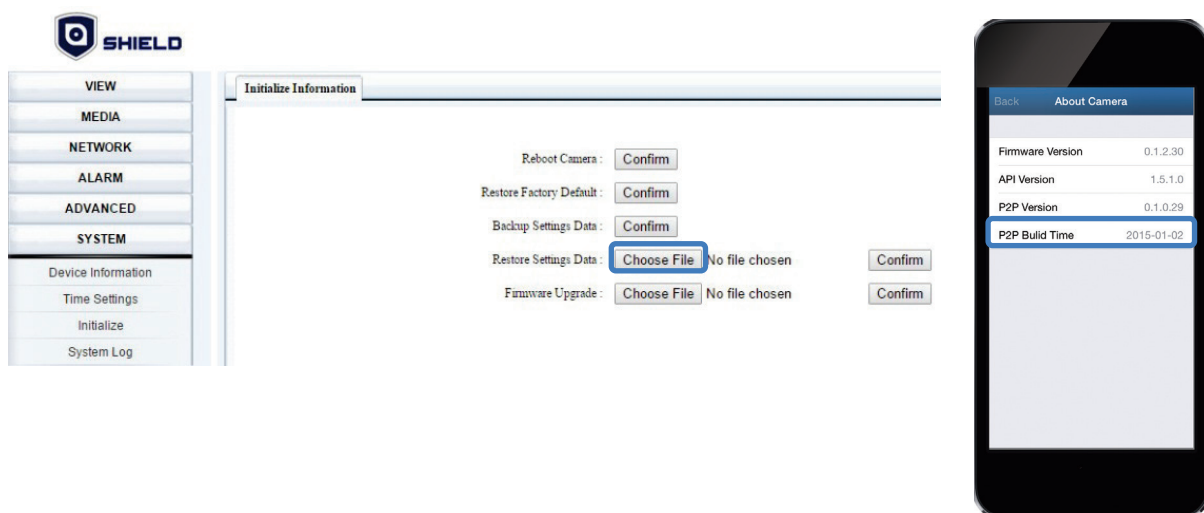


- 1. Camera:** View Camera list and some Camera functions.
- 2. Pictures:** View snapshots taken by the phone from the video feed.
- 3. Records:** View video feed and storage card in remote Camera.
- 4. About:** Check the installed app version.
- 5. Add:** Add new Cameras.
- 6. Delete:** Delete the Cameras from the Camera list.
- 7. Grid:** Multiple viewing screens (up to 4 channels).



## Viewing videos on your IP camera by smartphones

Before using the **Recorder** function, please confirm the "P2P Build Time" updated to 2015-01-02 through the Web interface.



## Setting Up the SHIELDeye App

Before operating your Camera(s) with your smartphone, you must first register the Camera(s) with the app.

### Adding a Camera via Smartphone

There are three (3) methods to add Cameras:

(1) Search Camera in LAN (2) Scan ID

(3) Add Manually

1. **SEARCH.** Use When Phone and IP Camera are Connected to Same WiFi Network. Click Search.

Tap the DID of the Camera and **Finish** according to steps 4 and 5.

Note if you have more than one Camera in your network, set each one up separately.

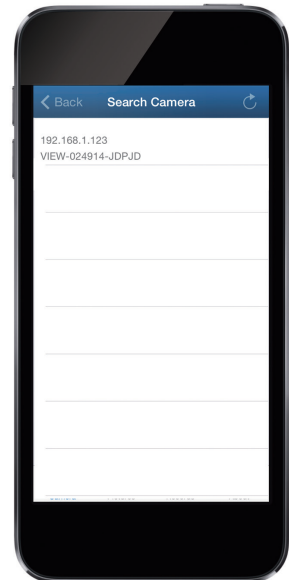
2. **SCAN.** Use When Phone and IP Camera are Connected to Different WiFi Networks. Simply tap Scan ID, use your smartphone's Camera to **scan** the QR code sticker you will find on the bottom of the Camera. This automatically populates the DID box with the Camera's DID. Then just **follow steps** 4 and 5 to complete.

3. **MANUAL.** Use When You Prefer to Add the IP Camera Manually. Tap in the boxes and **type** the Camera's DID in the DID box carefully. NOTE: The DID is case sensitive.

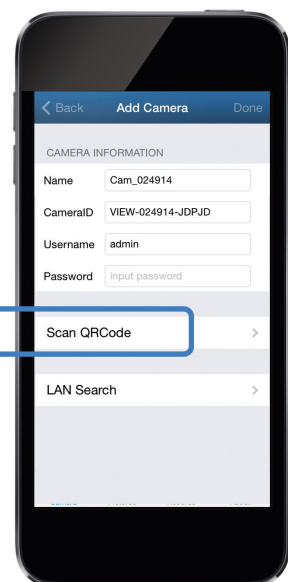
**Enter** the Camera's password (default is **123456** but we recommend you change this using the software on your PC as soon as possible).

**Tap** the Name box and **create** a logical name to help identify it easily. When you're finished, **tap back** to the Camera List screen.

1



2



**SCAN**

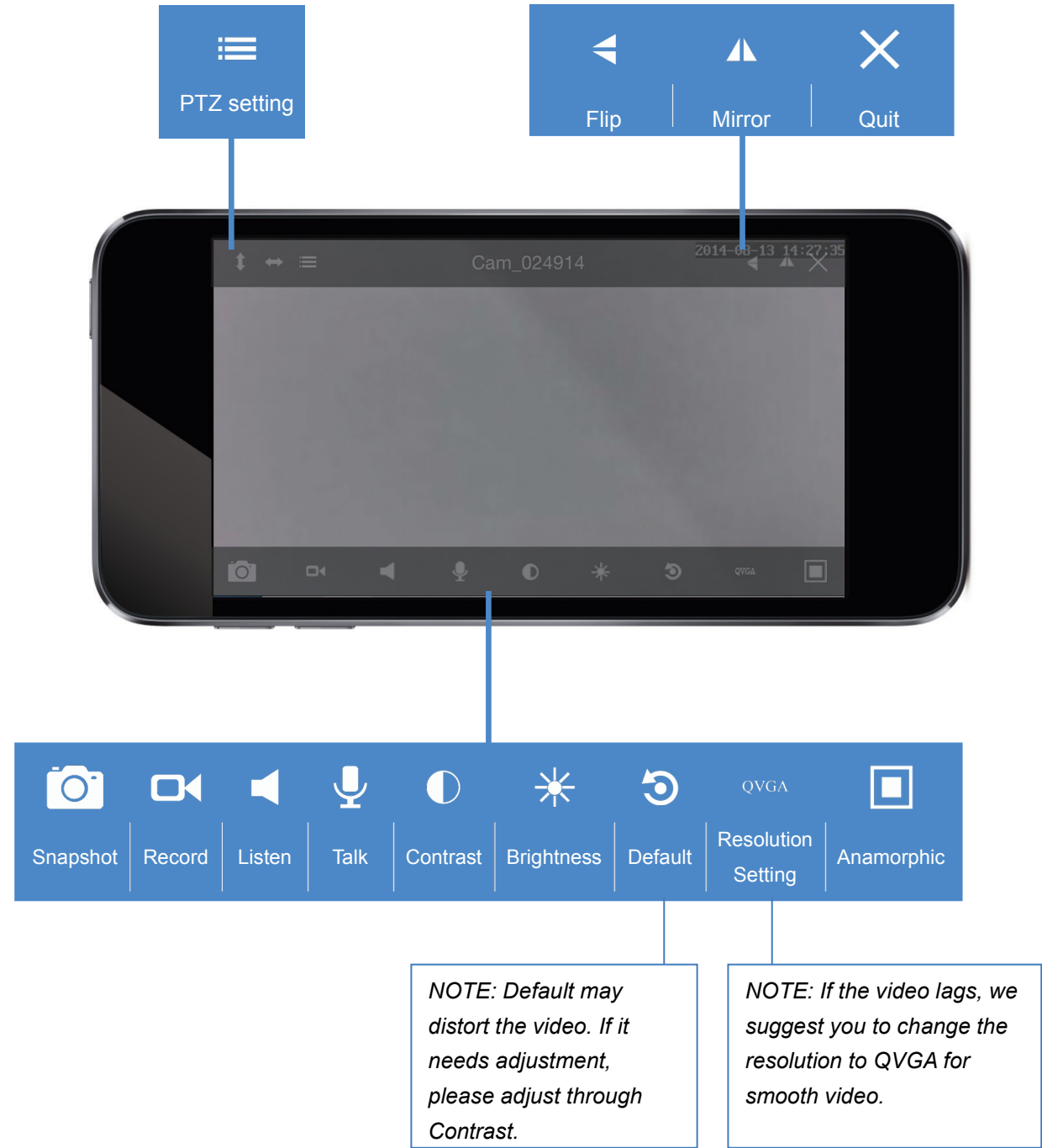
#### QR Code Sample

L Series IP Camera  
Username: admin  
Password:123456  
DID:VIEW-000117-LZVZU  
DDNS:005mryg.nwsvr1.com



*Limitations of SHIELDeye App - you can't record videos and there is no split screen display. For these, you have to use the Windows software.*

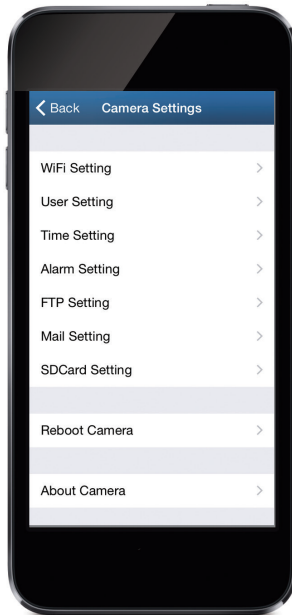
Introducing SHIELDeye App



## Advanced Settings

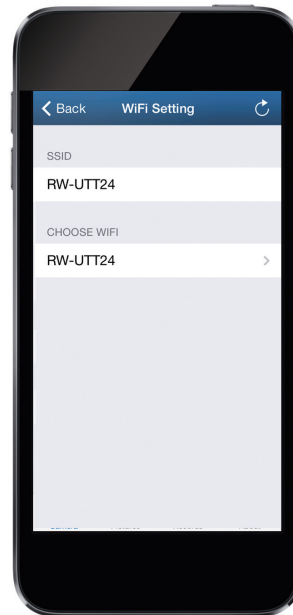
### Camera Settings

This is the main screen for accessing various Camera and software settings.



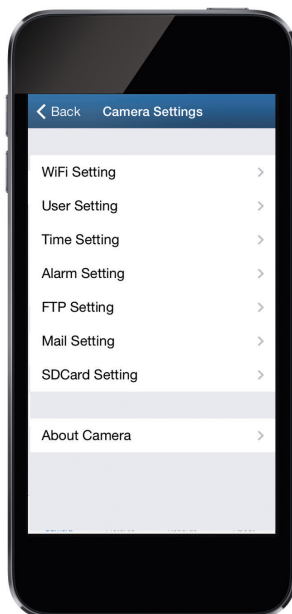
### WiFi Setting

Search for an available WiFi SSID connection to link the phone and IP Camera.



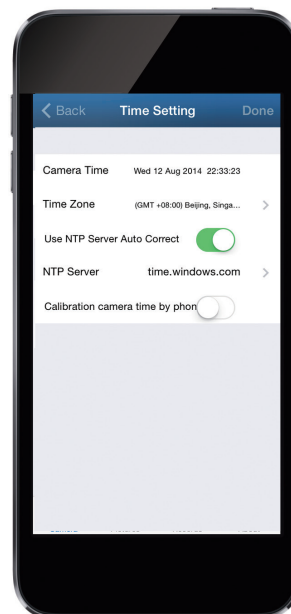
### User Setting

Configure accounts with usernames and passwords.



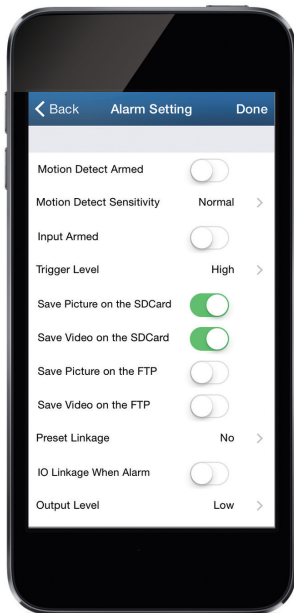
### Time Setting

Calibrate the Camera's local time and time zone.



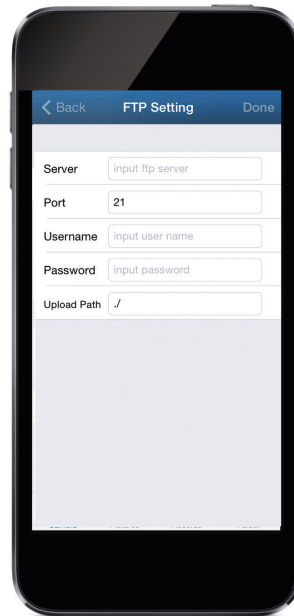
### Alarm Setting

Adjust Motion Detect settings and other actions and notifications here.



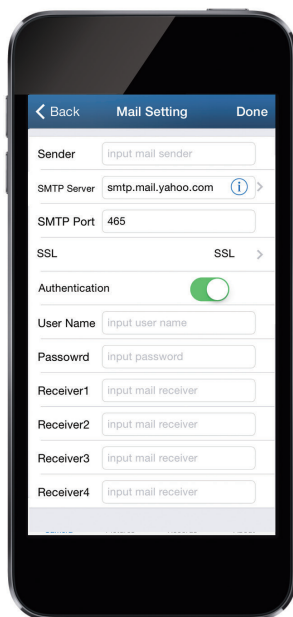
### FTP Setting

Input and store server and port information here. (You must have information on-hand before you start.)



### Mail Setting

Set up email accounts of the sender and receiver here before using mail alarm.





## Opening a Web Browser

Open a Web browser such as Internet Explorer (IE), Chrome, Firefox or Safari and type the Camera's IP address into the address bar. *Make sure your Camera is connected to the network, otherwise nothing will show*

☺ To find the IP address, you can use the **SearchTool\_en.exe** in the CD to find it.

- If you're using IE and connecting to a Camera for the first time, you will need to download and install a plug-in. The IE browser plug-in is quite small and installation is fast. Your operating system and/or virus protection program may ask you for permission to run the file. Select the relevant options available to complete installation. *Restart your browser after installation.*

## The “LiveWatch” UI

The LiveWatch UI on the Web browser is almost identical to the SHIELDeye software on the computer. New versions can create slight changes, but it operates the same. Some additional features such as vertical & horizontal patrolling are added.



	Press to Take Pictures		Click to Record Videos
	Click to View SD Card		Click to View Recordings
	Click for Advanced Settings		Back to Home Page

## Media Settings

### Video Settings

Power Line Frequency : 50Hz ▼

**First stream**

Resolution : 1280x720 ▼

Bit Rate : 2048 ▼ kbps

Frame Rate : 25 ▼ fps

**Second stream**

Resolution : 640x360 ▼

Bit Rate : 384 ▼ kbps

Frame Rate : 15 ▼ fps

**Third stream**

Resolution : 320x180 ▼

Bit Rate : 90 ▼ kbps

Frame Rate : 10 ▼ fps

**JPEG Stream**

Resolution : 320x180 ▼

**Overlay Options**

Time Stamp : ☒ On ☐ Off

Camera Name : ☐ On ☒ Off

Name : IP Camera (Don't input special characters like: &"\)

Apply Cancel

We recommend using 60Hz for a stable frequency.

Higher **Bit Rate** provides higher video resolution, but it also takes more bandwidth. Please set according to your network and storage recording size.

Higher **Frame Rate** shows better videos but need larger storage.

Information captured on images when on.

### Audio Settings

**Audio Options**

Input Volume : 65 (1-100)

Output Volume : 45 (1-100)

**First stream**

Audio Capture : ☒ On ☐ Off

Audio Type : G.726 ▼

**Second stream**

Audio Capture : ☒ On ☐ Off

Audio Type : G.726 ▼

**Third stream**

Audio Capture : ☒ On ☐ Off

Audio Type : G.726 ▼

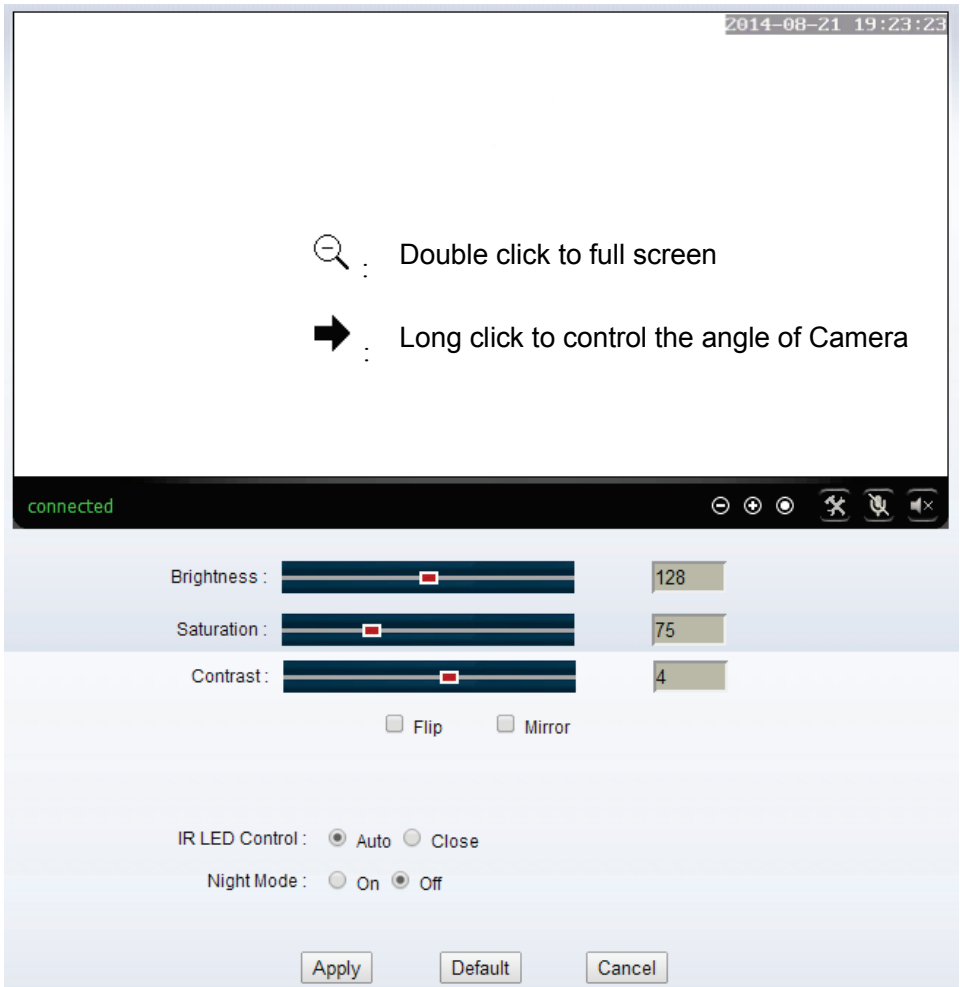
Apply Cancel

**Audio Quality**

G.711: Better but more bandwidth

G.726: Ok with less bandwidth

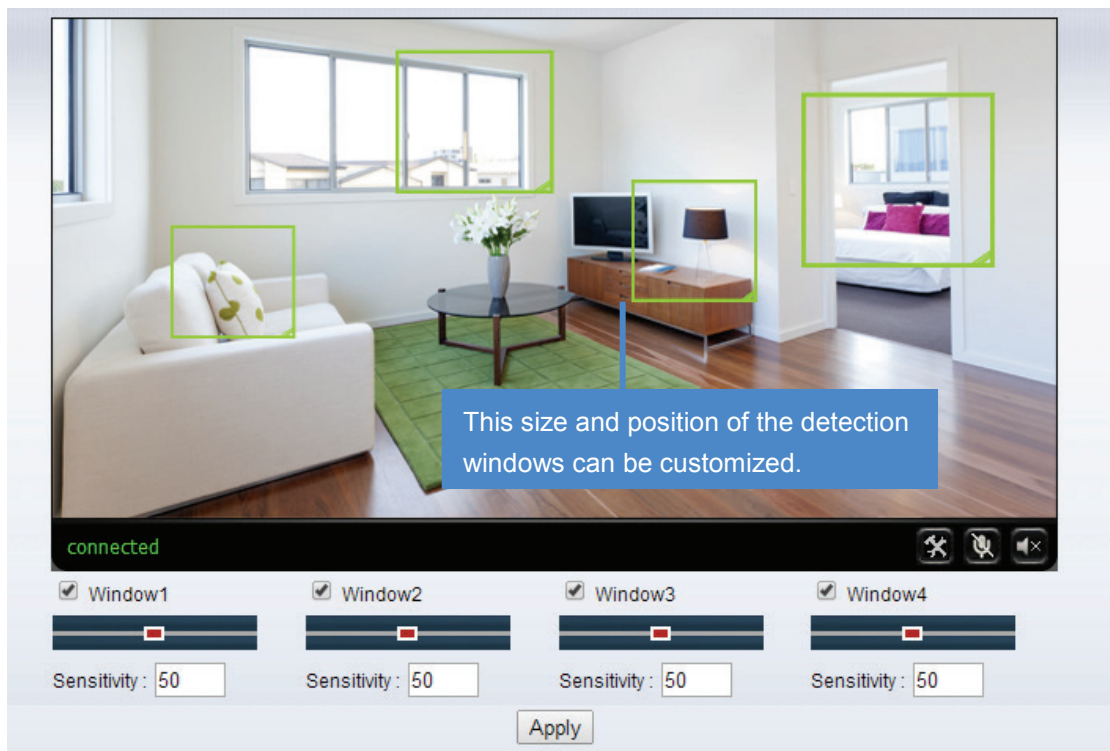
Image Settings



Alarm Setting

<div><div><input type="checkbox"/> External Alarm Detection</div><div>Detection Mode : <input checked="" type="radio"/> Open <input type="radio"/> Close</div><div><div>Apply</div><div>Cancel</div></div></div>	<p>The Camera can be equipped with external alarm devices. Connect an external alarm detector to the input port, and the detector will send the signal when it detects any motion. You can set the alarm to activate by different motion levels.</p>
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## Motion Detection

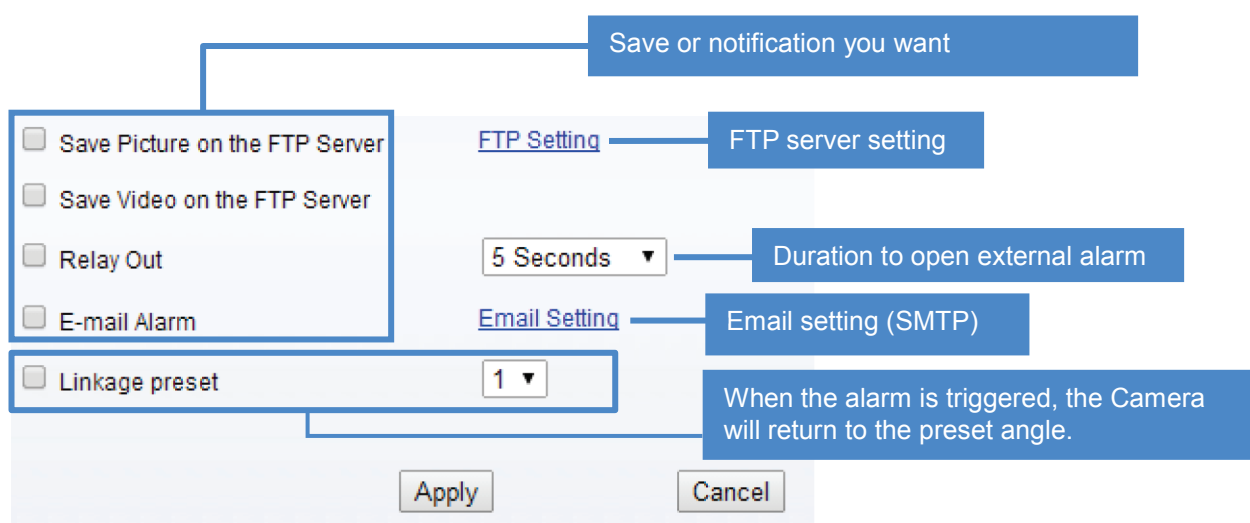


The alarm will trigger when motion occurs any of the windows.

1. Check the Window1 through Window4 checkboxes.
2. Select the Sensitivity value. (The higher value, the more sensitive it is.)
3. Click Apply, and motion detection starts to work.

## Alarm Notification Settings

When the Camera detects motion, it will trigger the alarm in several options.



## Schedule Settings

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Sun																								
Mon																								
Tue																								
Wed																								
Thu																								
Fri																								
Sat																								

You can schedule the alarm to be set only during certain times.

1. Click the corresponding day and time boxes. The boxes will become green when they are active.
2. Click Apply.

**Note:** Please make sure your system time is correct before you set the alarm schedule.

## E-mail Settings

Follow these instructions to send email notification

SMTP Server Name : <input type="text" value="smtp.gmail.com"/> Server Port : <input type="text" value="465"/> SSL : <input checked="" type="checkbox"/>	<b>SMTP server name:</b> This is the mail server you desire to receive alert from.  We strongly suggest you to input gmail ("smtp.gmail.com") while others may be easy to fail the settings. Please fill all boxes which we filled as left. After completing it, click <b>Test</b> to test if the E-mail setting works. Then, click <b>Apply</b> to save settings.
Authentication : <input checked="" type="radio"/> On <input type="radio"/> Off User Name : <input type="text" value="sander@gmail.com"/> Password : <input type="password" value="••••••••••••"/> Send To : <input type="text" value="receiver@gmail.com"/> (e-Mail Address 1) <input type="text"/> (e-Mail Address 2) <input type="text"/> (e-Mail Address 3) Sender : <input type="text" value="sander@gmail.com"/> (Return e-Mail address) Subject : <input type="text"/> Message : <input type="text"/> (The maximum length of 255 Characters)	
Test Email settings : <input type="button" value="Test"/> Please set parameters at first , and then test it. <input type="button" value="Apply"/> <input type="button" value="Cancel"/>	

## Appendix

### Connecting to a WAN

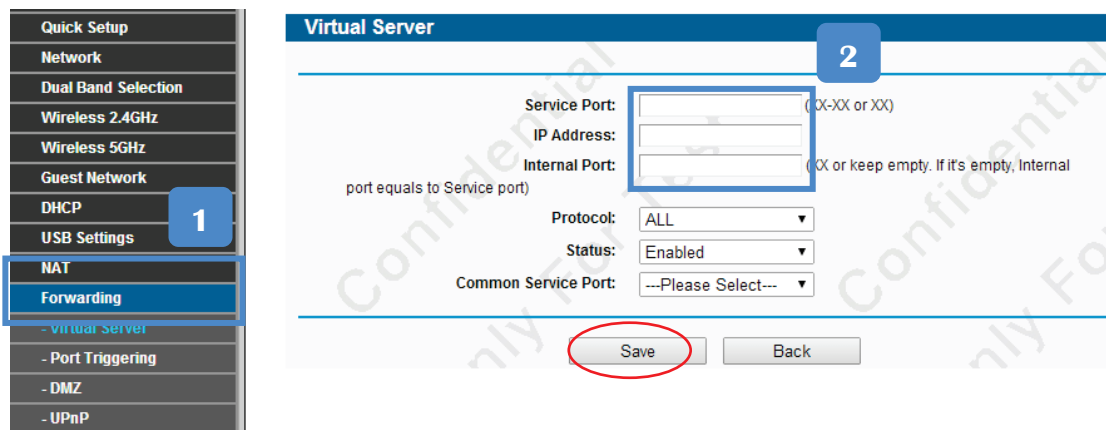
Using a WAN to connect the IP Camera to your desktop or notebook is one more way to provide flexible coverage. Instructions take place on your router, so settings and wordings will differ depending on wireless router models. If users only intend to view by smartphones or other mobile devices, we suggest users to follow instructions for mobile apps.

If you want to use the IP Camera on a desktop or laptop outside your local network, you must perform “port forwarding” on your **router**.

192.168.xxx.xxx

Open your desktop or laptop you'll be using away from home. Find and Launch your router software. Get into your router settings by clicking **default gateway** in the **address box**.

*Note: Different routers might have different interface displays, so the settings might be different. Please refer to the user manual of your router or consult with the router manufacturer.*



1. Enter the advanced settings of your router, and Click on Port Forwarding (or Port Mapping/ Port Triggering) to enter Virtual Server. (For some routers, you can just choose Port Forwarding and start Step 2 below.)
2. Please designate the **Service Port** and **Internal Port** the same as **Http port** of your IP Camera. Then enter the IP Address of your IP Camera to IP address box. Please refer to earlier in this book, or you can use **SearchTool.exe**
3. Finish all the settings, and click **Save**. Now, you can visit the IP Camera via WAN by **xxx.xxx.xxx.xxx:Port#** ( IP address: port#).

## Technical Support

### SHIELDeye Technical Support

**Global E-mail:** [techsupport@rosewill.com](mailto:techsupport@rosewill.com) / <http://www.rosewill.com>